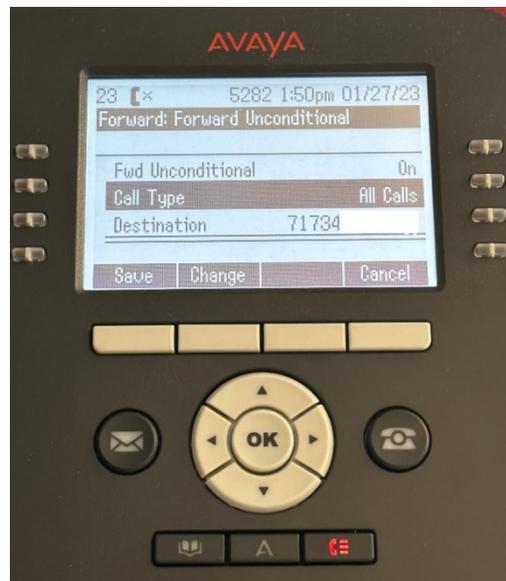


# Call Forwarding on Large Phones (9608)

Procedure to activate external call forward to a cell or other external number from an Avaya 9608 phone (as pictured below):

1. Go to the main screen of your phone, it should look like this (see image).
2. Select the **“Feature”** button (Red circle around button in the picture). It’s the bottom right white button directly under the screen.
3. Press the **down** arrow once to select **“Forward”**. Press **OK** on the arrow pad OR the **white** button under select.
4. Press the **down** arrow **twice** to select **“Forward Unconditional”** Press **OK** on the arrow pad OR the **white** button under select.
5. Toggle **“Fwd Unconditional”** to **“on”**, it is the first setting on the page. To change this setting, you must press the **white** button below **“Change”** on the screen.
6. Press the **down** arrow once to select **“Call Type”** and change the selection to **“All Calls”**. To change this setting, you must press the **white** button below **“Change”** on the screen.
7. In the **“Destination”** field enter the phone number which you want to forward your calls to. All numbers in this field must start with 7. For example, 1-734-xxx-xxxx would become 71734xxxxxxx
8. Press the **white** button under **“Save”** on the screen.
9. Now your external number should be tied to your phone, test it by having a peer make a call to your phone.

**After setting up the call forwarding, the settings will be saved in the phone.**



## Quick call forward setup

**To easily turn off** call forwarding, you can lift the handset to make a call and dial **\*02**. If dialed correctly you will **hear two beeps**. You can now hang up.

**To easily turn on** call forwarding, you can lift the handset to make a call and dial **\*01**. If dialed correctly you will **hear two beeps**. You can now hang up.

# Call Forwarding on Small Phones (J-129)

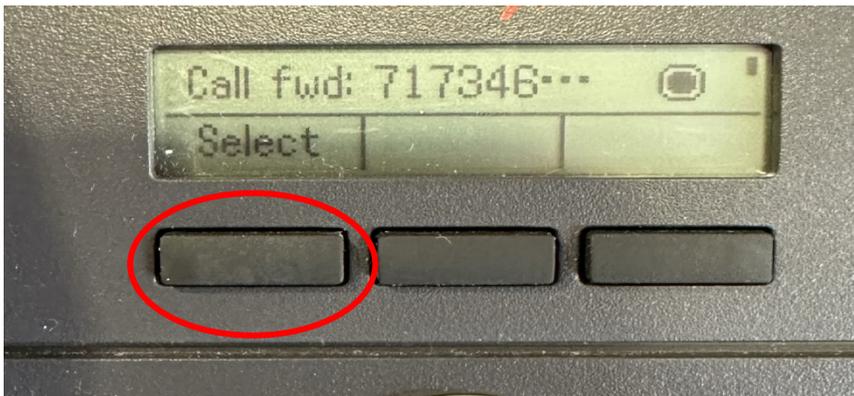


Procedure to activate external call forward to a cell or other external number from an Avaya J-129 phone (as pictured below):



1. Press the **“Hamburger Settings”** button directly below the down arrow key (red circle around button in picture).
2. Press the **down arrow** thrice to **“Features”** select by pressing button underneath.
3. Select **“Call fwd”** (it should be the first option)
4. In the **“Destination”** field enter the phone number which you want to forward your calls to. All numbers in this field must start with 7. So, 1-734-xxx-xxxx would become 71734xxxxxx
5. Press **“Enter”** when done.

(Below image: It should look like this if it is saved correctly. )



6. Exit out of the menu using the **“Back Button”** directly to the left of the arrow keys.
7. Now your external number should be tied to your phone, test it by having a peer make a call to your phone.